BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned by Govt of Karnataka undertaking)

Enquiry No: BESCOM/2024-25/SE0180/Call-2 dated: 05.10.2024

Providing Annual Maintenance Services for four numbers of Juniper firewalls installed at DAS Control Center, Rajajinagar, Bengaluru for a period of one year

SECTION-I

INVITATION FOR BIDDERS

Issued By

General Manager (DAS)
Corporate office, BESCOM
BESCOM Integrated Control Center-1,
17th cross, 24th Main,
Sector-2, HSR layout
Bangalore-560102

E-mail ID: gmdas@bescom.co.in
Office No.:080-22586356

CONTENTS

1. BRIEF DESCRIPTION 3
2. PREAMBLE 4
3. SCOPE OF THE WORK 4
4. QUALIFYING REQUIREMENTS 5
5. ADDITIONAL INFORMATION 10
6. TENDER PROCESSING FEE AND EARNEST MONEY DEPOSIT DECLARATION 12
7. BID DETAILS 15
8. IMPORTANT INFORMATION 16

1. BRIEF DESCRIPTION

The General Manager (DAS) on behalf of Bangalore Electricity Supply Company Limited (BESCOM) invites tenders for "Providing Annual Maintenance Contract (AMC) for four juniper firewalls located at Rajajinagar Control Center for a period of one year.

1	Tender Enquiry No.	BESCOM/2024-25/SE0180/Call-2 dated: 05.10.2024
2	Name of the Work	Providing Annual Maintenance Contract (AMC) for four juniper firewalls located at Rajajinagar Control Center for a period of one year.
3	Amount Put to tender	Rs. 15,63,500/-
4	Tender processing fee	Refer e-procurement website http://www.kppp.karnataka.gov.in/
5	Earnest Money Deposit	39,090/-
6	Validity of tender	180 Days
7	Type of tender	Two Cover system
Tender Schedule		
8	Date of availability of Bids in e-procurement portal	07-10-2024, 16:00 Hours Onwards
9	Last date for submission of bid queries	09-10-2024 11:00 Hours
10	Last date for submission of Bids	14-10-2024 16:00 Hours
11	Date of opening of Technical bid	16-10-2024 11:00 Hours Onwards
12	Date of opening of Price Bid	Will be opened after the completion of technical evaluation
13	General Terms and Conditions	Enclosed herewith
14	Scope of the work	Enclosed herewith

2. PREAMBLE

BESCOM has commissioned four numbers of Juniper firewalls at Distribution Automation System (DAS) Control Center located at Rajajinagar, Bengaluru in July 2023. The details of these firewalls is as below,

Sl No	Make	Model	Serial Number
1	Juniper	SRX 1500	DB4522AK0001
2	Juniper	SRX 1500	DB4522AK0015
3	Juniper	SRX 1500	DB4522AK0016
4	Juniper	SRX 1500	DB4522AK0023

BESCOM intends to engage a qualified firm to provide Annual Maintenance Contract (AMC) services for the above mentioned firewalls for a period of one year with provision to extend the maintenance services for six months on pro-rata basis to ensure continued operation and availability of the firewalls in DAS network.

3. SCOPE OF THE WORK

The following are the scope of work of the bidder,

1. Provide comprehensive annual maintenance support and services for the below mentioned Juniper firewalls located at DAS BESCOM Integrated Control Center-2 located at Rajajinagar, Bengaluru.

Sl No	Make	Model	Serial Number
1	Juniper	SRX 1500	DB4522AK0001
2	Juniper	SRX 1500	DB4522AK0015
3	Juniper	SRX 1500	DB4522AK0016
4	Juniper	SRX 1500	DB4522AK0023

2. Perform monthly health checks to ensure all firewalls are functioning correctly and efficiently. The bidder shall submit monthly health check reports.
3. Conduct quarterly firmware and software updates to keep the firewalls up to date with the latest security patches and features or as and when a patch or firmware update is released by the OEM for the firewalls listed above.

4. Bidder shall maintain adequate quantities of spares and/or equipment in Bengaluru (with the OEM and/or Bidder) for defective spares and/or equipment replacement in case of continuous failure/issues (minimum of 3 failure/issues) in a month. All configurations of such replacement have to be done by OEM/bidder only.
5. Provide a tool/procedure for raising a ticket with the OEM regarding any support required or issue encountered with the firewalls.
6. Provide technical support to address any issues or queries related to the firewalls.
7. Ensure quick response times to minimize any potential downtime.
8. Conduct thorough troubleshooting to identify and resolve problems promptly.
9. Provide root cause analysis and corrective actions for each incident to prevent recurrence. The bidder shall submit Completion Report for corrective maintenance activities including firmware upgrade /OS Patch upgrade etc., along with the monthly health check report.
10. Submit detailed incident report pertaining to all cyber security issues related to the firewall.
11. Ensure the optimal performance of firewalls to meet the organization's requirements.
12. Regularly review and enhance security configurations of the firewalls to protect against emerging threats.
13. Perform vulnerability assessments and apply necessary mitigations.
14. Provide Support for carrying out cyber security audit by BESCOM or any agency appointed by BESCOM. Apply the fixes/patches based on the cyber security audit report. Any recommendations received from Government of India, CERT-In, NCIIPC and other statutory bodies with respect to maintaining the cyber security shall be reviewed by the OEM/bidder and applied to the firewalls duly ensuring network stability at DAS Control center.

4. QUALIFYING REQUIREMENTS

The essential minimum qualifying requirements are as specified below,

Pre-Qualification Criteria		
Technical Qualification Criteria		
Sl. No	**PQ Criteria**	**Documents to be uploaded**
1	The Bidder should be in existence as any of the following a) Company incorporated in India under the Companies Act, 1956/2013 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the Company. 2. Annual filings (E-Forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two Financial Years. 3. Declaration from Directors of the Company stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender(s).
	b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of Incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP. 3. Form 11-Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceeding two Financial Years..
	c) Partnership Firm under Partnership Act, 1932 in India	1. Partnership Deed, GST Registration Certificate. 2. Shops & Establishment Registration Certificate, as applicable.

	d) Sole Proprietorship Concern	1. PAN/GST Registration Certificate
2	Bidder should either be the Original Equipment Manufacturer (OEM) or an Authorized dealer/ Reseller/ Channel Partner of AMC services for Juniper Firewalls	Notarized Self-Declaration in case of OEM OR Manufacturer Authorization Form (MAF) from the OEM in case bidder is an Authorized dealer/ Reseller/ Channel Partner of AMC services for Juniper Firewalls
3	Bidder should have a valid ISO/IEC 27001:2013 or latest certificate	Bidder shall upload a valid ISO/IEC 27001:2013 certificate that is issued to the OEM or the bidder.
4	Bidder should be in the business of AMC services for IT Hardware in any Data Center/ Disaster Recovery Centre of Central/State Government Department/ PSUs / Undertaking Electrical Utility/ Government bodies / Public /Private sector Utilities in India and furnish at least two Purchase orders for any of the last 3 financial years 2021-22, 2022-23 and 2023-24	Bidder shall upload Purchase Order or Detailed Work Award issued by an officer not less than the rank of Executive Engineer or equivalent rank officials of Central/State Government Department/ PSUs / Undertaking Electrical Utility/ Government bodies / Public /Private sector Utilities in India
5	Bidder should have provided AMC services for at least three numbers of firewalls in any one year of the last three preceding financial years viz., 2021-22, 2022-23 and 2023-24.	Bidder shall upload Purchase Order or Detailed Work Award issued by an officer not less than the rank of Executive Engineer or equivalent rank officials of Central/State Government Department/ PSUs / Undertaking Electrical Utility/ Government bodies / Public /Private sector Utilities in India
6	Bidder should have resources that have experience of working on Juniper firewalls who are associated with the bidder's organization for more than three years as on date of bid submission	Bidder shall upload a letter from the HR of the OEM or the Bidder's organization stating that it has more than four resources that have more than three years of experience of working on Juniper firewalls as on date of bid submission.
7	Tender Capacity: Bidder who meets the above criteria will only be qualified, if their available tender capacity is more than the total tender value.	The statement showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works as per the format prescribed in the annexure shall be

	The Available tender capacity will be calculated as under: Assessed available tender capacity = (A*N*2.5 – B) where, A = Maximum value of works executed in any one year during the last five years (updated to FY 2023-24 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which Tenders are invited. B = Value, at FY 2023-24 price level, of existing commitments and on-going works to be completed during the next one year.	uploaded. The bidder shall note that the value of pendency of work should be considered based on financial progress achieved in the particular work as on date of bid submission. The statement should be certified by an officer not below the rank of Executive Engineer.
8	The bidder must have functional office in the Bangalore city.	Bidder shall upload notarized Self-declaration
Financial Qualification Criteria		
9	Annual Turnover of the Bidder should not be less than two times the amount put to tender in any two of preceding Five financial years viz., 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.	The bidder shall upload a certified copy of the audited annual account statement, balance sheet & Profit and Loss statement for preceding five financial years viz., 2018-19, 2019-20, 2020-21, 2021-22, and 2022-23.
10	Liquid Assets as on 31.07.2024 or at later date before last date of submission of technical bid consisting of cash at bank + Term Deposits + availability of fund based credit facilities in any of the Nationalized bank or Scheduled Bank shall not be less than 25% of amount put to tender. The cash at bank, bank deposits and fund based credit facilities as on 31.07.2024 or at later date before last date of submission of technical bid shall be supported by certificate issued by any scheduled/ nationalized bank duly indicating the sanctioned, utilized	Cash at bank, term deposits with bank and availability of fund-based credit facility as on 31.07.2024 or at later date before last date of submission of technical bid shall be supported by certificate issued by any scheduled/ nationalized bank duly indicating the sanctioned, utilized and balance amount on given date as per the annexed format.

	and balance on given date. If bidder is having bank accounts in multiple banks, then cash at bank, bank deposits and fund based credit facility for the bidder should be on the same date and time for all the banks. In case of Fund based credit facility, the certificate issued by the scheduled/ nationalized bank duly mentioning the sanctioning limits / funds.	
GENERAL REQUIREMENTS		
11	Even though the Tenderers meet the above criteria, they are subject to be disqualified if they have: a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or b) Record of poor performance such as abandoning the services, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.; and/or c) Participated in the previous Tender for the same work and had quoted unreasonably high tender prices and could not furnish rational justification; and/or d) Defaulted/short closed due to non-performance in execution of works against the order placed any Public Electrical Utility/Govt. utility as on date of bid submission; and/or e) Black-Listed due to non-performance in execution of	Bidder shall upload notarized Self-declaration.

	works by any Public Electrical Utility/Govt. utility as on date of bid submission.	
12	Litigation History: Bidder should provide detailed information on any litigation or arbitration arising out of contracts completed or under execution by it over the preceding five years i.e. FY 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24. A consistent history of awards involving litigation against the Bidder may result in rejection of Bid.	Bidder shall upload notarized Self-declaration
13	Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority.	Bidder shall upload Registration certificate issued by the competent authority.
14	A certificate for having read the clauses is required to be submitted/uploaded by the Bidder separately in the following format: *I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country* *Or, if from such a country, has been registered with the Competent Authority.* *I hereby certify that this Bidder fulfills all requirements in this regard and is eligible to be considered.* *(Where applicable, evidence of valid registration by the Competent Authority shall be attached.)*	Bidder shall upload notarized Self-declaration as per enclosed format.

5. ADDITIONAL INFORMATION

a) The interested eligible Bidders may obtain further information from the O/o The General Manager (DAS), BESCOM Integrated Control Centre-1, 24th

main, 17th cross, Sector-2, HSR Layout, Bangalore-560102. Telephone number 080-22586356.

b) Issues on which clarifications are sought by the Prospective Bidders shall be submitted in writing to "The General Manager (DAS), BESCOM Integrated Control Centre-1, 24th main, 17th cross, Sector-2, HSR Layout, Bangalore-560102" or by email to "gmdas@bescom.co.in" on or before the date and time as mentioned in the e-Procurement platform.

c) The queries shall be dealt at any time prior to the deadline for submission of the bid (technical and financial proposals) or extended date, if deemed necessary, BESCOM reserves the right to add/modify/delete any portion of this document by issuing an amendment. The amendment will be issued in e-procurement portal and such amendment will be binding on the bidders.

d) Letters seeking clarifications received subsequent to the mentioned date will not be entertained. Interested Bidders may also submit online queries through the e-Procurement platform and need to mention their firm credentials along with online queries.

e) Verbal clarification and information given by BESCOM or its employee(s) or its representative(s) shall not in any way be binding on BESCOM.

f) The Bids invited are to be submitted through Electronic Mode only. The Bid Notification and the Bidding Documents are available on website http://www.kppp.karnataka.gov.in. The Bidders can download the tender documents from the e-procurement portal (http://www.kppp.karnataka.gov.in) from 07-10-2024, 16:00hrs onwards (free of cost), last date & time for submission of queries is 09-10-2024 11.00hrs, last date & time for receipt of Bid is 14-10-2024 16.00hrs and the techno commercial bid will be opened on 16-10-2024, 11:00hrs onwards. In addition, when submitting bids via the e-procurement portal, an e-procurement tender processing fee must be paid on the e-procurement portal http://www.kppp.karnataka.gov.in

6. TENDER PROCESSING FEE AND EARNEST MONEY DEPOSIT DECLARATION

a) Tender processing Fee means the non-refundable fee specified by the competent authority (e-Governance) to be paid by the individual Bidder for participation in tenders floated on the Karnataka Public procurement portal.

b) Bids shall be accompanied by Tender Processing Fee, for an amount as mentioned in the e-Procurement platform and EMD for an amount as indicated under shall be paid through any of the four e-payment modes mentioned in the e-procurement Portal.

The EMD for the tender shall be equal to 2.5% of Amount put to tender i.e. Rs 39,090/- (Thirty Nine Thousand and Ninety only).

c) Permanent EMD holders (if any) for Turnkey Projects with BESCOM are Not exempted from paying the EMD amount. PEMD HOLDERS SHOULD ALSO pay EMD amount.

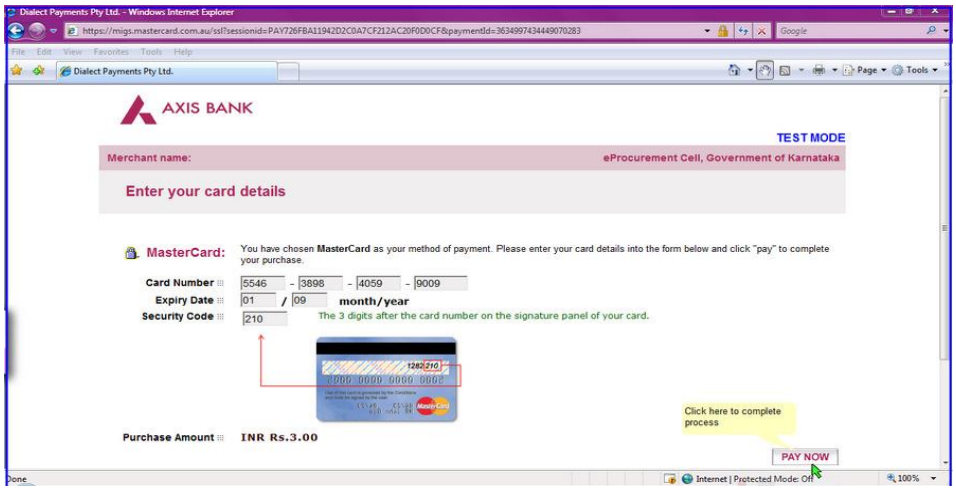
d) **E-payment modes for Tender Processing Fee**

The supplier/contractor should pay the Tender Fee in the e-Procurement portal using any of the following payment modes:

- Credit Card
- Direct Debit
- National Electronic Fund Transfer (NEFT)
- Over the Counter (OTC)

i. CREDIT CARD PAYMENT METHOD

- To pay the tender processing fee through your credit card, click on the "Credit Card (Online Payment)" option.
- If you choose to pay the fees later click on "Close" button. Click Pay after verifying details on the screen that appears.
- Click on "Pay" button to proceed with payment process.
- Click "Back" if you wish to choose a different payment method.
- Click on "OK" button on the payment method
- Confirmation window that is displayed. You will choose your card type (VISA, master Card).
- You enter your credit card details.
- Card Details completely filled.
- The screen will look like it is shown above when you have completely filled the card details.


Dialect Payments Pty Ltd. - Windows Internet Explorer
AXIS BANK
TEST MODE
Merchant name:
eProcurement Cell, Government of Karnataka
Enter your card details
MasterCard:
You have chosen MasterCard as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.
Card Number
5546 - 3898 - 4059 - 9009
Expiry Date
01 / 09 month/year
Security Code
210
The 3 digits after the card number on the signature panel of your card.
Purchase Amount
INR Rs.3.00
Click here to complete process
PAY NOW

- Click on "PAY NOW" button to effect the payment. Your card details are verified by the payment gateway service and you will receive confirmation of payment debited to your card account if the card is valid. If the card is not valid you will receive alert about it and system will wait for you to correct any errors in the card details provided by you.
- A successful transaction message is displayed.

ii. DIRECT DEBIT METHOD

- Click on "Direct Debit Using Internet Banking (Online Payment) option to pay from your bank account through Internet Banking facility.
- Click on "Pay" to proceed or "Back" to change the payment method on the Payment details screen.
- Click on "OK" on the confirmation window to effect the payment. Click on "Cancel" and then on "Back" to change the payment method.
- You will information on your screen about successful completion of payment process.

iii. OTC PAYMENT PROCEDURE

If a contractor/supplier chooses to make payment of EMD/tender processing fees Over The Counter (OTC) in any of the designated ICICI Bank branches listed in the e-Procurement website (https://http://www.kppp.karnataka.gov.in/) the contractor/supplier will need to log into e-Procurement system, access the tender for which bid is being created and then select the OTC option under the payment section and print the Challan shown in that section. The printed challan will have the unique bid reference number and the amount to be remitted. Along with the challan, contractor can choose to make the payment either in the form of cash

or in the form of Demand Draft. Cheque payments will not be accepted. The contractor is requested to specifically inform the bank officer to input the unique bid reference number printed in the challan in the banking software. Upon successful receipt of the payment, the bank will provide a 16-digit reference number acknowledging the receipt of payment. This 16-digit reference number has to be entered by contractor in the payment section of its bid as payment confirmation before the bid is submitted (i.e.) as a pre-requisite for bid submission**.**

iv. NEFT PAYMENT PROCEDURE

If a contractor/supplier chooses to make payment of EMD/tender processing fees using Reserve Bank of India's (RBI) National Electronic Fund Transfer (NEFT) system, the contractor/supplier will need to log into e-Procurement system, access the tender for which bid is being created and then select the NEFT option under the payment section and print the Challan shown in that section. The printed challan will have the unique bid reference number, account details of Government of Karnataka and the amount to be remitted. The contractor has to submit the printed challan to its bank-branch (NEFT-enabled) and request for an account-to-account transfer, wherein the money will get transferred from the contractors' bank account to GoK‘ s bank account. The contractor should ensure that NEFT transfer instructions are executed and the funds are wired to the Government of Karnataka's principal account before the last date for bid submission and preferably 24 hours before the last date for bid submission. If the contractor's bank transfers/wires the money after the last date for bid submission, the contractor's bid will be liable for rejection. Upon executing the transfer, the contractor's bank will provide a reference number generated by NEFT software as confirmation of transfer, which has to be inputted by contractor in the payment section of its bid as payment confirmation before the bid is submitted (i.e.) as a pre-requisite for bid submission. Also, the account number from which the funds were transferred have to be inputted in the e-Procurement system as part of its bid. The supplier/contractor’s bid will be evaluated only on confirmation of receipt of the payment (EMD) in the Government of Karnataka central pooling a/c held at ICICI Bank.

For details on e-Payment services refer to e-procurement portal for more details on the process**.**

Karnataka Public Procurement Portal
Government of Karnataka
Home |Login |Contact Us
Helpdesk +91-8046010000 +91-8022631200 support@ihelpdsk.com
English
ಕನ್ನಡ
Tenders
281
Tenders Closing Today
3319
Published Tenders
Auctions
15
Live Auctions
0
Auctions Closing Today
Bidder Registration
KTPP Act
Contractors
Government Users
Citizens
About Us
Government of Karnataka (GoK) is of firm belief that Information Technology should be utilized to user in an era of e-Governance aimed at demystifying the role of Government simplifying procedures.
And bringing in transparency making need based good quality and timely information available to all citizens and providing all services in an efficient and cost-effective way and identified services on an online basis.
Announcements
Apr'20, Helpdesk support services will be limited to email support only and call support will not be available during this period. We request you to send eMail to our helpdesk email id (support@ihelpdsk.com). We regret the inconvenience caused. Thank you & stay safe.
Awards and Achievements
Events and Notifications
CSI Nihilent e-Governance Award
National e-Governance Award
Future GOV Award

Note: In e-Procurement Portal Contractor has the option of withdrawing the Bid by digitally signing to withdraw/cancel bid before the bid submission time /Date.

7. BID DETAILS

a) Bids shall be submitted in two parts viz., (1) Techno -Commercial Bid and (2) Price Bid both on Electronic Mode only. Manual bids will not be accepted.

b) Separate document Files have been specifically created for uploading the qualifying documents. These Qualifying documents are to be uploaded to the

respective files only, IF ANY OF DOCUMENTS ARE UPLOADED TO THE FILE OTHER THAN THE SPECIFIED FILES, SUCH DOCUMENTS WILL NOT BE CONSIDERERD FOR EVALUATION. If any of the documents are not applicable to a particular Bidder, then such Bidders have to upload a document stating "Not Applicable". The other documents, if any, which needs to be uploaded by the Bidder for which *No specific files* have been created to substantiate or to meet the requirements of the Bids, such additional documents may be uploaded in the folder named as "Additional Documents" in the e-Procurement portal.

c) All self-declarations that are required to be uploaded shall be uploaded by the bidder as a single document in a Rs. 500/- stamp paper.

d) Bidders can upload the bids on to e-procurement portal before 16:00 Hrs of IST on 14-10-2024.

e) The Techno- Commercial Bids will be opened at 11:00 Hrs of IST on 16-10-2024.

f) The Price Bids of Bidders whose Techno-Commercial Bids are found Responsive, will be opened at a later date under intimation to the Qualified Bidders, either by regular mail or by e-mail.

g) Price Bids of Non - Responsive Bidders will not be opened.

h) Bidders shall provide proof of their credentials in support of their Technical capacity, Financial Strength and Past Experience.

i) Bangalore Electricity Supply Company Limited (BESCOM) takes no responsibility for delay, due to any cyber or any other computer related problems or postal delay. Further, BESCOM reserves the right to reject any or all the Bids without assigning any reasons thereof and shall bear no liability whatsoever consequent upon such a decision.

8. IMPORTANT INFORMATION

i) Bidders shall note that BESCOM may not award the work to successful bidders, even if it quoted lowest (L1), if in opinion of BESCOM based on its experience the firm may not perform well in execution of work and may delay in execution because of its capability and existing works on hand.

ii) In the event of the information, furnished by the bidders, is found to be false at any stage of tendering, BESCOM at its discretion may take action against such Bidders by disqualifying the offer of such Bidders and black list the firm. In the event of information furnished by Bidder is found to be false during the

execution stage, then BESCOM at its liberty may take action to cancel the works awarded besides forfeiting the performance guarantee executed against the contract and may black list the firm and recover the losses.

iii) If after negotiations, no award has been given to other bidders, then BESCOM reserves the right to take appropriate decision regarding the award.

iv) BESCOM reserves the right to reject any or all of the bids, without assigning any reason thereof.

Notwithstanding anything stated above or elsewhere in the Tender specifications, BESCOM reserves right to assess the Capability/suitability of the Bidder to perform the overall Contract should be the circumstances warrant such assessment in the overall interest of BESCOM.

Note: Please refer Instruction to bidder for documents to be uploaded.

BESCOM reserves its right to vary or modify any of the tender condition for reasons to be recorded, in case it becomes necessary.

Sd/-
General Manager (Ele.)
DAS, BESCOM